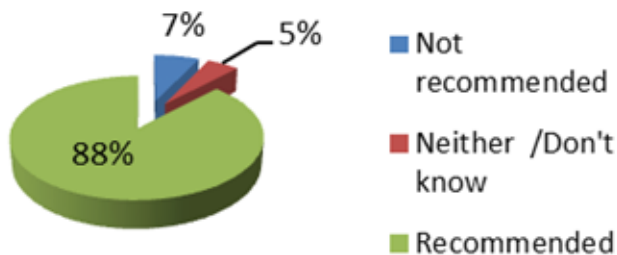




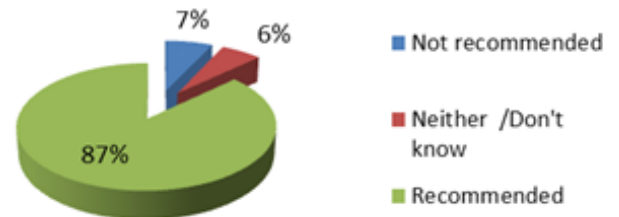
PORTSDOWN
GROUP PRACTICE

Friends & Family Test

October



Cumulative



Summary of Patient Feedback:

- **Helpful, kind, considerate and happy staff .**
- **Access to routine appointments an issue.**
- **Telephone system issues.**
- **On-line booking simple.**
- **Staff go above and beyond.**
- **Efficient prescription service.**
- **Cleanliness excellent.**

Of the 364 comments received:

- 88% were positive
- 5% were negative
- 7% were neutral

Action Points for the Practice:

- New Model of Care started across sites
- Do Not Attends need to be managed to assist with appointment availability

Summary of Actions: to date:

- 2 Physician Associates have started training
- On-going refurbishment of Cosham Park House

Selection of comments received via the follow-up question for the FFT text:

“ Fantastic appointment, very professional and very informative left me feeling assured and supported.”

“ My appointment was running on time, the nurse was lovely and explained everything clearly and I felt really happy and comfortable there, very impressed.”

“ Simple really from reception to your GP quality ,care , politeness and when you are not well we count on these simple things reassurance.”

“ Friendly, efficient and very obliging staff who, on numerous occasions, have gone the extra mile to solve my problems/queries.”

“ I was seen on time. Given an informative and helpful diagnosis by a very pleasant doctor. Happy customer!”